



# 6 Questions

To ask your Property Manager

BEFORE

Handing the Keys Over

# Contents.

---

Introduction..... 3

Question 1: How Do You Advertise My Property? ..... 4

Question 2: How Do You Show People Through My Property? ..... 5

Question 3: How Do You Process A Rental Application?..... 6

Question 4: Do I Get To SEE The Rental Application? ..... 7

Question 5: Who Chooses The Tenant? ..... 8

Question 6: Do You Tell Me That You're Doing A Routine Inspection, So I Can  
Come? ..... 9

# Introduction.

---

When it's time to select a Property Manager for your investment property, this decision can be life changing. A great Property Manager will maximise the returns on your investment property and provide total peace of mind. A poor Property Manager will cost you money and keep you awake at night, worrying about your investment property.

Regardless of where your investment property is located, we recommend you interview potential Property Managers to find out about how they will manage your investment property, and so that you can feel confident about the level of care your investment property will receive.

We've prepared some interview questions that you can use as part of the interview process. We hope that you find them useful in your search for the ultimate Property Manager for your investment property.



# Question 1: How Do You Advertise My Property?

---

The answer you want to hear is:

- Firstly, we have an active tenant database. This means that every time a tenant is looking for a rental property to live in, we capture their contact information. This means that when your property becomes available, we contact them directly, rather than waiting for them to find your property amidst the huge rental lists on the internet.
- Secondly, we use your neighbourhood. [Your neighbours are the people we want to stay good friends with!](#) So we let them know that we're looking for someone good to move into your property. Chances are, they might have friends or family who want to live in your street. Quite often, these are the best people for your property and it makes this process much simpler.
- Thirdly, we use the internet to market your property (gone are the days when tenants walked the main street in your suburb, peering in the windows of agents!). However, because of how busy the internet gets with advertising, we've studied techniques to make the headline of [your ad stand out from the crowd](#), and how best to price your property to attract the attention of every tenant in your area.
- Finally, if we want to create even more "buzz" about your property, we can pursue other marketing options. These options include a "For Lease" sign, newspaper advertising, out of area marketing, etc.

***An important thing to remember is that this is our standard answer at C&K Property Management Group, so you'll need to make sure that your Property Manager can give you the same level of assurance about this question***



## Question 2: How Do You Show People Through My Property?

---

The answer you want to hear is:

A Group Showing.

This is a technique used in sales, where we invite all interested parties (and even some of your friends and family, if they're free) to view the property all at once. As you can imagine, the more people walking through the property, the more popular the property looks. [The more popular the property looks, the faster applications come in, and the higher the offers on the property are.](#)

***At C&K Property Management Group, we love this process. In fact, we have plenty of clients who invite their friends and family to the Group Showing, just to have even more people walking through the property. It creates excitement and gets a fast (and great) result!***



## Question 3: How Do You Process A Rental Application?

The answer you want to hear is:

- Firstly, we do the standard checks on people. These checks include verifying identification (using multiple points of ID), verifying previous places of residence (either confirming they have rented in the past or confirming they did own a property previously), checking references (either from their previous landlord, or from the agent who sold their home), confirming employment (making sure that they can afford to pay the agreed rental amount), ensuring the tenant isn't listed on a default tenant database (with an outstanding debt elsewhere).
- Then, we become "detectives". [We start to dig deeper into people's applications](#). We double check that the phone number they gave us for their place of employment is correct and listed in the White Pages. We "Google" tenant's names and addresses to find out any extra information about them. We use "Facebook" to get an understanding of people's lifestyle situation. [Sometimes it's very interesting what you find out about people, that they didn't tell you.](#) Let's face it, these tenants are going to move into your property, so we make sure we know everything we possibly can about them!

***Playing "detective" is one of the most important things we do at C&K Property Management Group. It helps us be sure about the type of person we're dealing with. Of course, people's circumstances change sometimes, but we want to make sure you're informed about what type of person you're offering your property to!***



## Question 4: Do I Get To SEE The Rental Application?

---

The answer you want to hear is:

YES!

This should be a simple one to answer. Listen for any “exceptions” on what you’re allowed to view. [You want to see EVERYTHING!](#) In fact, you want your Property Manager to come and visit you at your home (if you live locally) and spread out the applications on your dining table to go through together.

***At C&K Property Management Group, we really look forward to this process. It's a chance to have a cuppa and look over all the people who want to live in your property. It means you get to see what these people look like, what their references are like, what notes we've taken, etc. It's your property, you need to know this information!***



## Question 5: Who Chooses The Tenant?

---

The answer you want to hear is:

YOU!

You own the property, you choose the tenant. Sure, we'll offer you advice (based on our experience), we'll even tell you who we'd choose. But you make the final decision. [You don't even have to choose ANY of the applications if you're not sure.](#)

***Owning an investment property is a risky, but rewarding, business. When C&K Property Management Group manages your investment property, you'll never feel any pressure to choose any of the tenants' applications we show you. If they don't "add up", we'll go looking for someone else for you!***



## Question 6: Do You Tell Me That You're Doing A Routine Inspection, So I Can Come?

---

The answer you want to hear is:

Yes, we write to you at the same time as we write to the tenant. Many Property Managers will say "we can if you want", but this means [they don't have a definite procedure](#) about notifying you when the inspection is coming up, and you'll probably be forgotten.

***At C&K Property Management Group, we know that if you don't live locally, you probably can't come on the inspection (which is why we send you a written report with colour photos), and we understand that sometimes you just don't want to come. But always want to invite you on the inspection. It's your investment property, so you deserve to know what's going on!***



So, once you've interviewed a few Property Managers, using these 6 questions, we'd love for you to interview our Property Managers using the same (plus any other questions you think of!)

Even if your property isn't located in **Toowoomba or Highfields**, we'd be happy to see if we can help you find a suitable property manager elsewhere.

Contact Us

### **C&K Property Management Group**

**E:** [info@ckpropertymanagement.com.au](mailto:info@ckpropertymanagement.com.au)

**M:** 0401 834 045

**W:** [www.ckpropertymanagement.com.au](http://www.ckpropertymanagement.com.au)



Property Management  
Group